

State of Alaska FY2007 Governor's Operating Budget

Department of Revenue Long Term Care Ombudsman Office Component Budget Summary

Component: Long Term Care Ombudsman Office

Contribution to Department's Mission

The mission of Alaska's Office of the Long Term Care Ombudsman is to promote and protect the health, safety, welfare and rights of Alaskan seniors, age 60 and over.

Core Services

- Complaint investigations
- Advocacy
- Review, develop and comment on public safety
- Education

End Results	Strategies to Achieve Results
<p>A: Seniors who reside in long term care (LTC) settings will be protected from poor quality of care, environments and/or practices which jeopardize their safety, and from violations to their rights.</p> <p><u>Target #1:</u> Complaints regarding resident quality of care from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.</p> <p><u>Measure #1:</u> Number of complaints received regarding LTC residents' quality of care.</p> <p><u>Target #2:</u> Complaints regarding violations of residents' rights from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.</p> <p><u>Measure #2:</u> Number of complaints received regarding violations of LTC residents' rights.</p> <p><u>Target #3:</u> Complaints regarding quality of life issues from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.</p> <p><u>Measure #3:</u> Number of complaints received regarding LTC quality of life issues.</p>	<p>A1: Identify, investigate and resolve complaints made by or on behalf of seniors residing in LTC settings.</p> <p><u>Target #1:</u> 100% of OLTCO staff and volunteers will be trained to identify situations regarding quality of care, and how to elicit information from seniors, their loved ones, and LTC staff in order to identify and resolve complaints or concerns.</p> <p><u>Measure #1:</u> Percentage of OLTCO staff and volunteers who receive initial and on-going training.</p> <p><u>Target #2:</u> 100% of all complaints regarding residents' rights received by the OLTCO will be investigated and education provided to care providers on resident rights.</p> <p><u>Measure #2:</u> Percentage of complaints investigated regarding LTC residents' rights.</p> <p><u>Target #3:</u> 100% of all complaints regarding quality of life issues received by the OLTCO will be investigated and education provided to care givers on quality of life issues.</p> <p><u>Measure #3:</u> Percentage of complaints investigated regarding quality of life issues.</p> <p>A2: Develop and support the creation and maintenance of Family and Resident Councils.</p> <p><u>Target #1:</u> 100% of Assisted Living and Nursing Homes with 50 or more residents will have a Resident and/or Family Council.</p> <p><u>Measure #1:</u> Percentage of Assisted Living and Nursing Homes with 50 or more residents that have a Resident and/or Family Council.</p>
End Results	Strategies to Achieve Results
B: The rights, interests, and well-being of Alaskan	B1: Ensure the needs, interests, and opinions of

<p>seniors, age 60 and older, will be promoted and protected.</p> <p><u>Target #1:</u> Complaints from or on behalf of Alaskan seniors, age 60 or over are reduced by 10% compared to the previous fiscal year.</p> <p><u>Measure #1:</u> Number of complaints received in all categories.</p>	<p>Alaskan seniors are conveyed to policy makers.</p> <p><u>Target #1:</u> 100% of proposed legislation affecting Alaskan seniors will be analyzed to evaluate its potential negative or positive impact to seniors.</p> <p><u>Measure #1:</u> Percentage of support, opposition, or comment by the OLTCO in relation to number of proposed pieces of legislation which may have an impact on Alaskan seniors.</p> <p><u>Target #2:</u> A majority of legislators or their staff will be contacted by the OLTCO in order to develop a working relationship, and to convey the needs, interests, and opinions of Alaskan seniors.</p> <p><u>Measure #2:</u> Percentage of legislators or their staffers who are contacted by the OLTCO.</p> <p>B2: The OLTCO will actively advocate to protect the rights of seniors by educating care providers, nursing homes and assisted living facilities on issues that could potentially deprive seniors of their rights, quality of life and quality of care.</p> <p><u>Target #1:</u> Conduct training sessions and workshops for nursing homes and assisted living homes.</p> <p><u>Measure #1:</u> Number of training sessions given will include at least 75% of staff from nursing homes and assisted living facilities this year.</p>
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Major Activities to Advance Strategies

<ul style="list-style-type: none"> • Each complaint received by the OLTCO will be treated as an intake, or referred to the appropriate agency. • Each staff member assigned a complaint will investigate by: on-site investigation; telephone and/or record review; monitoring other agency's actions • Each complaint being investigated or monitored by OLTCO staff will be input into the Ombudsmanager database. • Each OLTCO staff member and volunteer will receive initial training concerning the OLTCO program and its activities. • Upon successful completion and demonstration of initial training, each OLTCO staff member and volunteer will be certified by the OLTCO. • Each OLTCO staff member and volunteer will receive on-going training as appropriate, and as resources allow. • The OLTCO will identify Assisted Living and Nursing Homes with 50 or more residents and determine if there is an existing Family or Resident Council. 	<ul style="list-style-type: none"> • Each Assisted Living and Nursing Home with 50 or more residents will receive information on creating a Family and/or Resident Council. • OLTCO staff will contact annually each Assisted Living and Nursing Home with a Resident and/or Family Council to assess how they're doing. • Each piece of proposed legislation will be reviewed to determine if there is any potential impact to Alaskan seniors. • Each piece of proposed legislation which has been identified as having a potential impact to Alaskan seniors will be analyzed. • Each member of the legislature, or their staff, will be contacted by the OLTCO. • The OLTCO will identify needed legislation or changes to existing legislation, and create or comment on as needed. • The OLTCO will participate in groups, boards, and committees to ensure the interests, needs, and opinions of older Alaskans are represented.
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FY2007 Resources Allocated to Achieve Results

FY2007 Component Budget: \$496,800

Personnel:

Full time	4
Part time	0
Total	4

Performance Measure Detail

A: Result - Seniors who reside in long term care (LTC) settings will be protected from poor quality of care, environments and/or practices which jeopardize their safety, and from violations to their rights.

Target #1: Complaints regarding resident quality of care from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.

Measure #1: Number of complaints received regarding LTC residents' quality of care.

Quality of Care Complaints

Fiscal Year	# of Complaints
FY 2004	84
FY 2005	55
FY 2006	Target: <50

Analysis of results and challenges: In FY2004 there were 84 complaints received regarding poor quality of care; in FY2005 55 complaints were received. The goal for FY2006 is a 10% reduction in complaints received, with a target of 50 or less.

Target #2: Complaints regarding violations of residents' rights from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.

Measure #2: Number of complaints received regarding violations of LTC residents' rights.

Violations of Rights Complaints

Fiscal Year	# of Complaints
FY 2004	64
FY 2005	67
FY 2006	Target: <60

Analysis of results and challenges: In FY2004 there were 64 complaints received regarding violations of residents' rights; in FY2005 67 complaints were received. The goal for FY2006 is a 10% reduction in complaints received, with a target of 60 or less.

Target #3: Complaints regarding quality of life issues from or on behalf of seniors residing in LTC are reduced by 10% compared to the previous fiscal year.

Measure #3: Number of complaints received regarding LTC quality of life issues.

Quality of Life Complaints

Fiscal Year	# of Complaints
FY 2004	42
FY 2005	42
FY 2006	Target: <38

Analysis of results and challenges: In FY2004 there were 42 quality of life complaints received; in FY2005 the number of complaints was 42. The goal for FY2006 is a 10% reduction in complaints received, with a target of 38 or less.

A1: Strategy - Identify, investigate and resolve complaints made by or on behalf of seniors residing in LTC settings.

Target #1: 100% of OLTCO staff and volunteers will be trained to identify situations regarding quality of care, and how to elicit information from seniors, their loved ones, and LTC staff in order to identify and resolve complaints or concerns.

Measure #1: Percentage of OLTCO staff and volunteers who receive initial and on-going training.

Quality of Care Training

Fiscal Year	Percent Trained
FY 2004	100%
FY 2005	100%
FY 2006	Target: 100%

Analysis of results and challenges: 100% of staff and volunteers are trained. Informal quality of care training was provided to care givers on a case by case basis.

Target #2: 100% of all complaints regarding residents' rights received by the OLTCO will be investigated and education provided to care providers on resident rights.

Measure #2: Percentage of complaints investigated regarding LTC residents' rights.

Violations of Rights Complaints

Fiscal Year	% Investigated
FY 2004	100%
FY 2005	100%
FY 2006	Target: 100%

Analysis of results and challenges: 100% of all complaint cases opened by the OLTCO were investigated. Informal training was provided to care givers on a case by case basis regarding LTC residents' rights.

Target #3: 100% of all complaints regarding quality of life issues received by the OLTCO will be investigated and education provided to care givers on quality of life issues.

Measure #3: Percentage of complaints investigated regarding quality of life issues.

Quality of Life Complaints

Fiscal Year	Percent Investigated
FY 2004	100%
FY 2005	100%
FY 2006	Target: 100%

Analysis of results and challenges: 100% of all complaint cases opened by the OLTCO were investigated. Informal training was provided to care givers on a case by case basis regarding quality of life issues.

A2: Strategy - Develop and support the creation and maintenance of Family and Resident Councils.

Target #1: 100% of Assisted Living and Nursing Homes with 50 or more residents will have a Resident and/or Family Council.

Measure #1: Percentage of Assisted Living and Nursing Homes with 50 or more residents that have a Resident and/or Family Council.

Analysis of results and challenges: 100% of Assisted Living Homes with 50 or more residents have either resident and/or family councils.

B: Result - The rights, interests, and well-being of Alaskan seniors, age 60 and older, will be promoted and protected.

Target #1: Complaints from or on behalf of Alaskan seniors, age 60 or over are reduced by 10% compared to the previous fiscal year.

Measure #1: Number of complaints received in all categories.

Complaints - All Categories

Fiscal Year	# of Complaints
FY 2004	227
FY 2005	223
FY 2006	Target: <201

Analysis of results and challenges: In FY2004 there were a total of 227 complaints in all categories; in FY2005 there were 223. The goal for FY2006 is a 10% reduction in complaints, with a target of 201 or less.

B1: Strategy - Ensure the needs, interests, and opinions of Alaskan seniors are conveyed to policy makers.

Target #1: 100% of proposed legislation affecting Alaskan seniors will be analyzed to evaluate its potential negative or positive impact to seniors.

Measure #1: Percentage of support, opposition, or comment by the OLTCO in relation to number of proposed pieces of legislation which may have an impact on Alaskan seniors.

Analysis of results and challenges: No comments were made in FY2005 by the OLTCO in relation to proposed legislation involving Alaskan seniors.

Target #2: A majority of legislators or their staff will be contacted by the OLTCO in order to develop a working relationship, and to convey the needs, interests, and opinions of Alaskan seniors.

Measure #2: Percentage of legislators or their staffers who are contacted by the OLTCO.

Analysis of results and challenges: No legislators or staff were contacted in FY2005 specifically to develop a working relationship or convey needs of Alaskan seniors.

B2: Strategy - The OLTCO will actively advocate to protect the rights of seniors by educating care providers, nursing homes and assisted living facilities on issues that could potentially deprive seniors of their rights, quality of life and quality of care.

Target #1: Conduct training sessions and workshops for nursing homes and assisted living homes.

Measure #1: Number of training sessions given will include at least 75% of staff from nursing homes and

assisted living facilities this year.

Analysis of results and challenges: This measure is new for FY2006.

Key Component Challenges

- To meet increased demand for assistance on senior issues in spite of a reduction in resources for long term care and other programs affecting the senior citizens of Alaska.
- To build a strong and reliable volunteer ombudsman program across the state that will assist the Long Term Care Ombudsman Office in meeting the needs of seniors.
- To enhance the reputation of the Long Term Care Ombudsman office so that recommendations and findings noted for the improvement of long term care of seniors are acted upon swiftly and effectively by long term care providers.
- To garner the necessary resources needed to adequately train long term care ombudsman in maintaining and expanding their level of expertise in the long term care field so they can provide effective solutions to a myriad of complaints and issues related to seniors.
- Advocate for sound public policy when considering changes to regulations, laws and existing programs that serve seniors.
- Establish credibility with the legislature and with other government entities as a source of information on senior long term care issues.

Significant Changes in Results to be Delivered in FY2007

No changes in results delivered.

Major Component Accomplishments in 2005

- Responded to and completed actions on 169 complaints concerning the long term care of seniors.
- Drafted into final form case intake protocols to ensure complaints received concerning seniors were quickly and effectively responded to either by the Long Term Care Office or by the appropriate agency, especially those where the senior was in immediate jeopardy.
- Revised and republished the Volunteer Long Term Care Ombudsman manual for training new volunteers
- Developed monthly, quarterly, FY 06 and FY 07 Goals to cause refocusing on actions necessary to be carried out to ensure continuous improvement of the Long Term Care Ombudsman office.
- More than doubled the number of client visits to Assisted Living Facilities in the last quarter of FY05 compared to the first three quarters of FY05.
- Increased five-fold the number of client visits to Skilled Nursing Facilities in the last quarter of FY05 compared to the first three quarters of FY05.

Statutory and Regulatory Authority

AS 47.62 Office of the Long-term Care Ombudsman
Federal Older Americans Act Chapter 2, Section 712

Contact Information

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Long Term Care Ombudsman Office Component Financial Summary

All dollars shown in thousands

	FY2005 Actuals	FY2006 Management Plan	FY2007 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	203.7	305.4	336.1
72000 Travel	17.9	35.0	45.0
73000 Services	154.3	136.8	108.6
74000 Commodities	13.1	18.6	7.1
75000 Capital Outlay	0.0	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	389.0	495.8	496.8
Funding Sources:			
1007 Inter-Agency Receipts	389.0	495.8	496.8
Funding Totals	389.0	495.8	496.8

Estimated Revenue Collections

Description	Master Revenue Account	FY2005 Actuals	FY2006 Management Plan	FY2007 Governor
Unrestricted Revenues				
None.		0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0
Restricted Revenues				
Interagency Receipts	51015	389.0	495.8	496.8
Restricted Total		389.0	495.8	496.8
Total Estimated Revenues		389.0	495.8	496.8

**Summary of Component Budget Changes
From FY2006 Management Plan to FY2007 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2006 Management Plan	0.0	0.0	495.8	495.8
Adjustments which will continue current level of service:				
-FY 07 Wage Increases for Bargaining Units and Non-Covered Employees	0.0	0.0	5.7	5.7
-FY 07 Health Insurance Cost Increases for Bargaining Units and Non-Covered Employees	0.0	0.0	0.7	0.7
-FY 07 Retirement Systems Cost Increase	0.0	0.0	10.9	10.9
-FY2007 Wage, Health Insurance, Retirement, and Risk Management Increases for Division of Personnel	0.0	0.0	0.3	0.3
Proposed budget decreases:				
-Adjustment to reflect H&SS funding of program	0.0	0.0	-17.3	-17.3
Proposed budget increases:				
-Risk Management Self-Insurance Funding Increase	0.0	0.0	0.7	0.7
FY2007 Governor	0.0	0.0	496.8	496.8

**Long Term Care Ombudsman Office
Personal Services Information**

Authorized Positions		Personal Services Costs	
	FY2006 Management Plan	FY2007 Governor	
Full-time	4	4	Annual Salaries 218,424
Part-time	0	0	COLA 5,881
Nonpermanent	0	0	Premium Pay 0
			Annual Benefits 115,870
			Less 1.20% Vacancy Factor (4,075)
			Lump Sum Premium Pay 0
Totals	4	4	Total Personal Services 336,100

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Admin Support Specialist	1	0	0	0	1
Asst Long Term Care Ombudsman	1	0	0	0	1
Investigator	1	0	0	0	1
Long-Term Care Ombudsman	1	0	0	0	1
Totals	4	0	0	0	4